

**Illinois Department of Revenue  
Regulations**

<b>Title 4 Part 875 Section 875.60 Final Level</b>
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**TITLE 4: DISCRIMINATION PROCEDURES**

**PART 875  
AMERICANS WITH DISABILITIES ACT  
GRIEVANCE PROCEDURE**

**Section 875.60 Final Level**

- a) If the grievance has not been resolved at the Designated Coordinator Level to the satisfaction of the Complainant, the Complainant may submit a copy of the Grievance Form and Designated Coordinator's response to the Director of the Department for final review. The Complainant shall submit these documents to the Director, together with a short written statement explaining the reason(s) for dissatisfaction with the Designated Coordinator's written response, within five (5) business days after receipt by the Complainant of the Designated Coordinator's response.
- b) The Director shall appoint a 3-member panel to review the grievance at the Final Level. One member so appointed shall be designated chairperson of the panel. The Designated Coordinator, or any representative of the Designated Coordinator, who conducted the investigation at the Designated Coordinator Level, may not be a member of the panel.
- c) The Complainant shall be afforded an opportunity to appear before the panel. Complainant shall have a right to appoint a representative to appear on his/her behalf. Such appearance before the panel shall be an informal meeting to discuss the matter at issue. The panel shall review the Designated Coordinator's written response and may conduct interviews and seek advice as it deems appropriate.
- d) Upon reaching a concurrence, the panel shall make recommendations in writing to the Director as to the proper resolution of the grievance. All recommendations shall include reasons for such recommendations and shall bear the signatures of the concurring panel members. A dissenting member of the panel may make a recommendation to the Director in writing and shall sign such recommendation.
- e) Upon receipt of recommendations from the panel, the Director shall approve, disapprove or modify the panel's recommendations, rendering a decision thereon in writing that states the basis for the decision, and cause a copy of the decision to be served on the Complainant. If the Director disapproves or modifies the panel's recommendations, the Director shall in the written decision state the reasons for such disapproval or modification. The Director's decision shall be the final decision of the Department on the grievance.

- f) The Grievance Form, the Designated Coordinator's response, the statement of the reasons for dissatisfaction, the recommendations of the panel and the decision of the Director shall be maintained in accordance with the State Records Act (Ill. Rev. Stat. 1991, ch. 116, par. 43.3 et seq.), or as otherwise required by law.